# Complete your Biometric Screening by November 30, 2017.

You have until November 30<sup>th</sup> to complete your annual Biometric Screening. It is the second requirement to receive the reduced wellness rate for your 2018/2019 medical insurance premiums. Currently, you have three options for completing your biometric screening. To participate in any of the three options, you must first register for an account through My.QuestForHealth.com.

(All employees must use the sign up now option; previous login information will not allow access.)

(Registration Key: CityofDurham2017)

#### Option #1 - On-site City Clinic

Schedule your on-site screening by registering online at My.QuestForHealth.com, or via phone at 1-855-623-9355 on weekdays from 7:00 a.m. – 8:30 p.m. and Saturday 7:30 a.m. – 4:00 p.m., to request a location. Instructions to login to My.QuestForHealth.com are provided on page 2 below, and instructions to register for an on-site clinic begin on page 6 below.

**Reminder**: Appointments are on a first come, first serve basis, and no walk-ins will be accepted. Only confirmed appointments will be accepted. You must sign up two weeks in advance as the online schedule will close two weeks prior to the scheduled on site clinic date.

#### Option #2 – Physician Results Form – Office Visit Copay may apply

To participate using a Physician Results Form, begin by visiting My.QuestForHealth.com. Instructions to login to My.QuestForHealth.com are provided on page 2 below, and instructions to obtain the Physician Results Form begin on page 18 below.

Reminder: If your physician does not test for tobacco use, you will need to complete the <u>Tobacco Use Affidavit</u>, and submit it along with your Physician Results Form to (844) 560-5221. Forms with incomplete data will not be accepted. <u>HR will not be accepting paper forms</u>; they must be faxed to the number provided, or uploaded to the Quest site.

#### Option #3 - Visit a Quest Patient Service Center - No Cost (Locations in Cary and Raleigh)

To schedule a screening at a Patient Service Center, begin by visiting My.QuestForHealth.com, or via phone at 1-855-623-9355 on weekdays from 7:00 a.m. – 8:30 p.m. and Saturday 7:30 a.m. – 4:00 p.m., to request a location. Instructions to login to My.QuestForHealth.com are provided on page 2 below, and instructions to schedule a screening at a Patient Service Center begin on page 13 below.

Please call HR Connect at (919) 560-4214 or email HRConnect@DurhamNC.gov for assistance.



## How to Login or Register at My.QuestForHealth.com

- Visit <u>My.QuestForHealth.com</u>
- If you've already established an account, use the Sign In area to enter your username and password and click the green Login button
  - If you've forgotten your login information, use the Password link to reset your password or the Username link to retrieve your username
- If you've never registered on the site to establish an account, use the Sign up Now area, and click the Register
   Now button

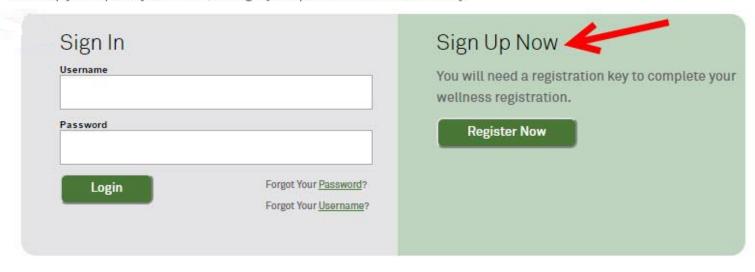






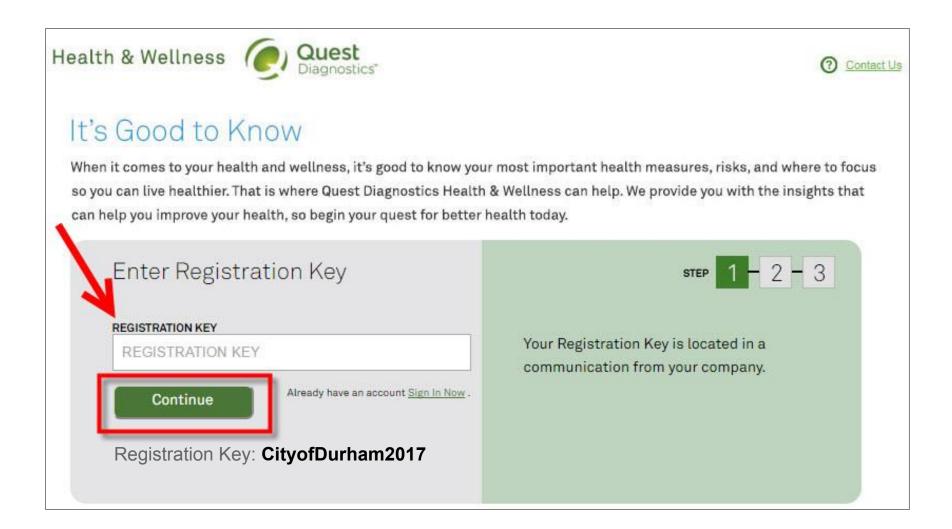
# It's Good to Know

When it comes to your health and wellness, it's good to know your most important health measures, risks, and where to focus so you can live healthier. That is where Quest Diagnostics Health & Wellness can help. We provide you with the insights that can help you improve your health, so begin your quest for better health today.



To complete step 1 of the registration process:

- Enter your **Registration Key** (this should have been provided in a communication from your employer)
- Click the green **Continue** button



To complete step 2 of the registration process:

- Under Eligibility Verification, enter your Unique ID and your Date of Birth
  - Your Unique ID is your 10-digit Member ID beginning with W (For example if your Member ID says YPPW12345678, you should enter W12345678 and the 2 numbers beside your name (usually 01)
- Under Create Your Account, create a username and password and confirm your password
  - Password Requirements
    - Must be at least 8 characters
    - Must contain one number or one special character
    - · Must contain one uppercase alpha character
    - Must contain one lowercase alpha character
    - Cannot equal the Username
    - Cannot equal the previous 10 passwords of any password used in the previous 12 months
- Check the box to accept the terms and conditions of the site
- Click the green **Continue** button

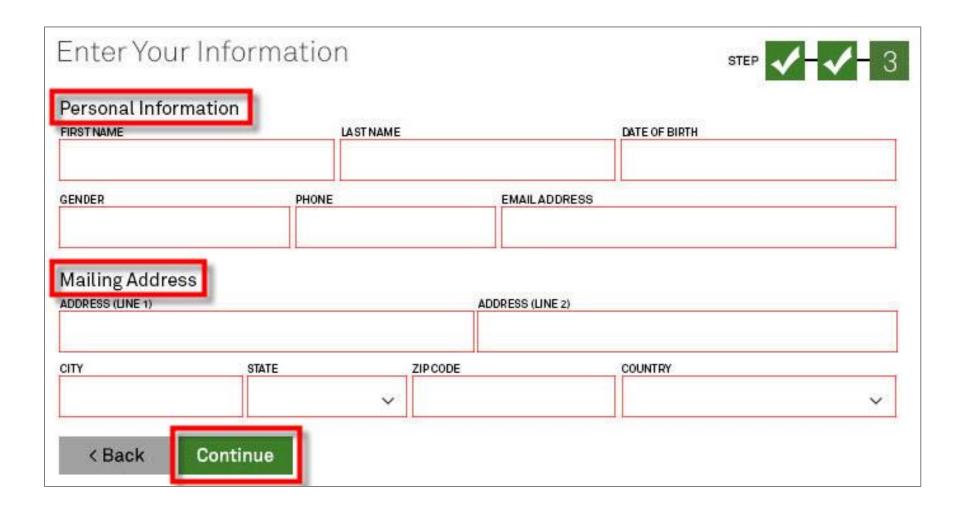


If you have BCBS medical coverage through City of Durham, enter your 10-digit Member ID beginning with W (For example if your Member ID says YPPW12345678, you should enter W12345678 plus the 2 numbers beside your name (usually 01)), followed by your date of birth. If you do not have BCBS medical coverage through City of Durham, enter your Employee ID followed by your date of birth.



To complete step 3 of the registration process:

- Verify or complete all of the information under **Personal Information** 
  - Please note that an email address is required and will be used in a case where you need to retrieve your username or reset your password
- Verify or complete all of the information under Mailing Address
- Click the green **Continue** button





# How to schedule your screening

- · Visit My.QuestForHealth.com and use the Sign In area to log in using the username and password you created
- Or, if you are a new user, please click the **Register Now** button in the **Sign Up Now** area to register
- After logging in, or registering, click **Get Started** to go to the **Screening Homepage**



• Click **Participate Now** to schedule your appointment, download a Physician Results Form, or order at-home test materials



 To schedule an appointment at an onsite event, from your screening options, click the Make an Appointment button in the At An Event box

Health & Wellness







Logout

# Schedule Your Screening

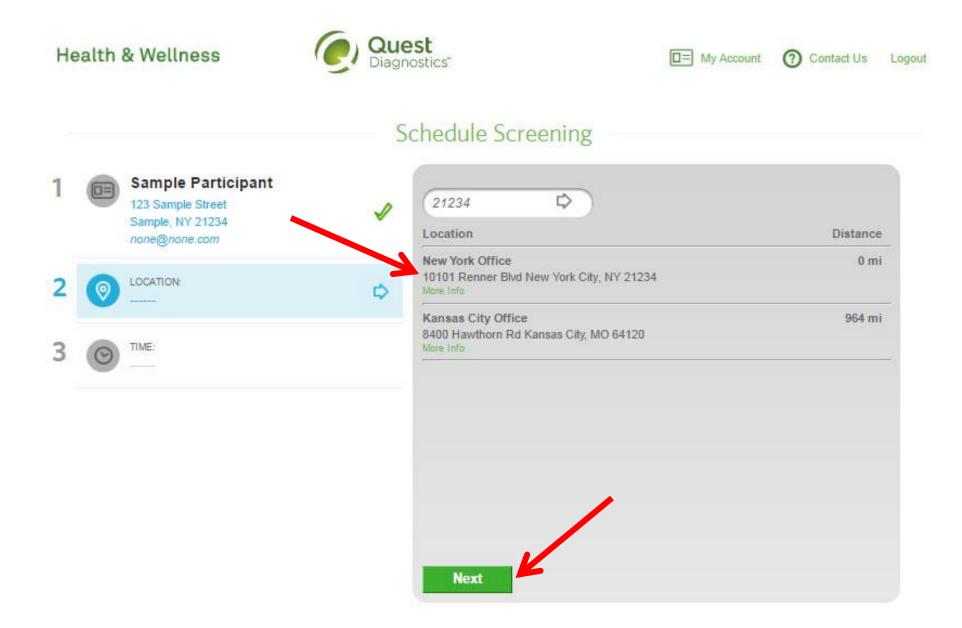
Welcome, Sample Participant

Your path to Health & Wellness starts here. To get started, select a screening option below, that is convenient for you.

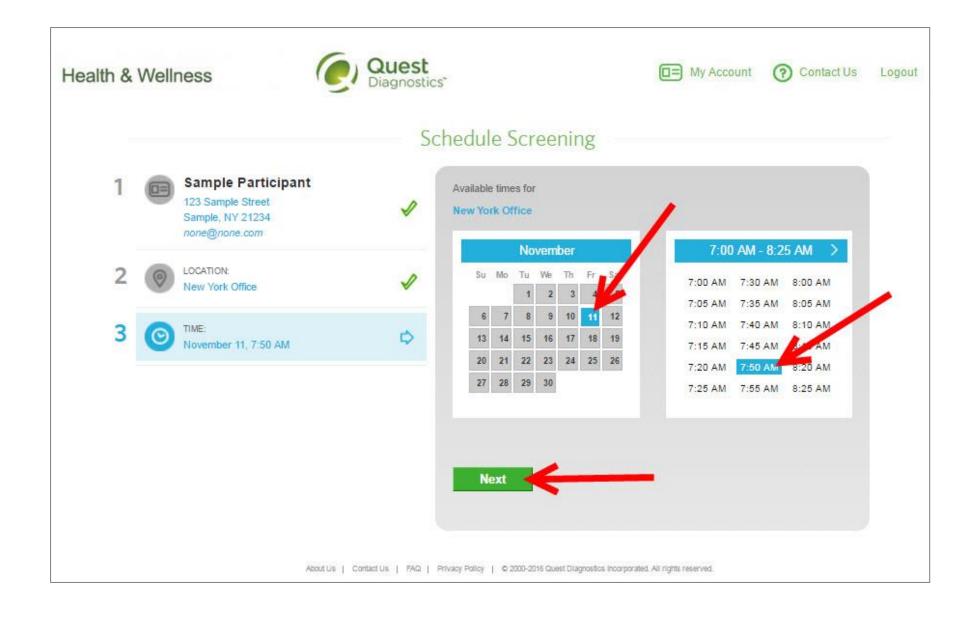


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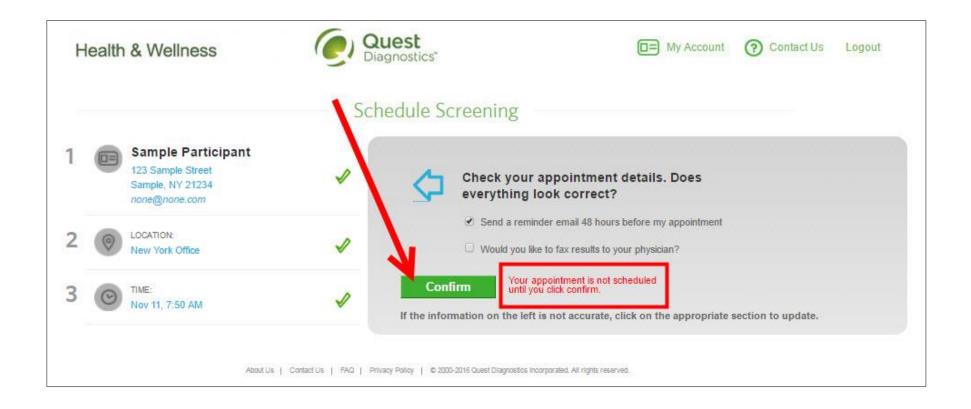
- · Select the onsite event location where you'd like to complete your screening
- Click the green **Next** button



- Select the **Date** and the **Time** when you would like to complete your screening
- Click the green Next button



- · Verify that all the appointment details shown on the screen are accurate
- Click the green **Confirm** button
  - NOTE: Your appointment is **NOT scheduled** until you click the green **Confirm** button



- Once your appointment has been scheduled you will arrive at the **Confirmation** screen
- Click the green **Download Appointment Calendar** link to add the appointment reminder to your calendar







Logout

# Confirmation

Thank You Sample Participant! Your onsite wellness screening has been scheduled.

## Appointment Reschedule | Cancel

Thursday, Dec 29, 2016 at 8:15 AM

#### Location:

Lenexa, KS-LEN 10101 Renner Blvd. Lenexa, KS 66219 9139999999

Download Appointment Calendar

## Prepare for Your Appointment

Do not eat or drink anything, except water, for 9-12 hours prior to the blood test.

Drink two glasses of water during the two hours prior to your blood test. Wear loose fitting sleeves.

# Helpful Appointment Information

Your screening must be completed by Friday, Mar 17, 2017

For questions, contact the Health & Wellness Service Center: 1.855.623.9355 To schedule a screening at a PSC, from your screening options, click the Schedule a Screening button in the At A
Patient Service Center box

Health & Wellness





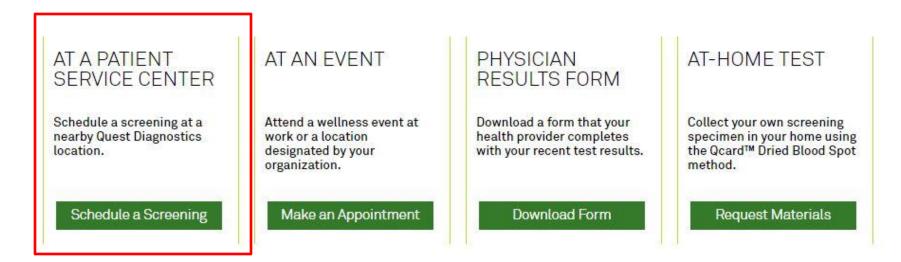


Logout

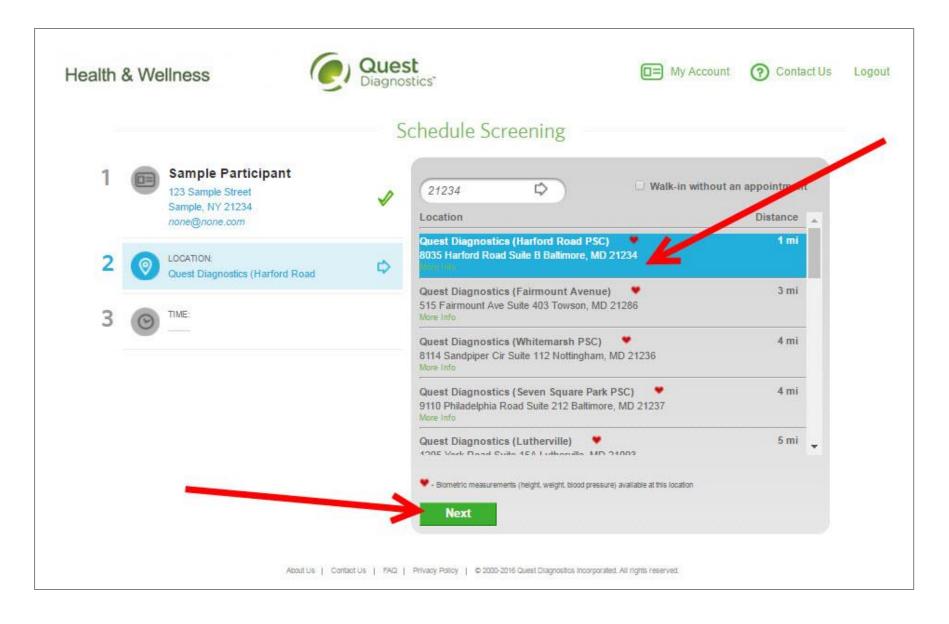
# Schedule Your Screening

### Welcome, Sample Participant

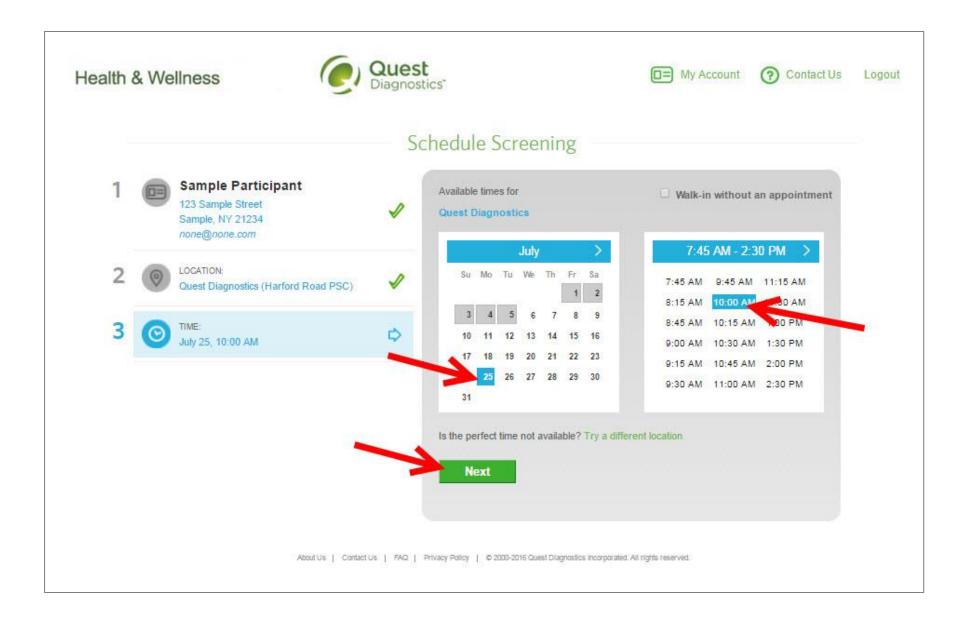
Your path to Health & Wellness starts here. To get started, select a screening option below, that is convenient for you.



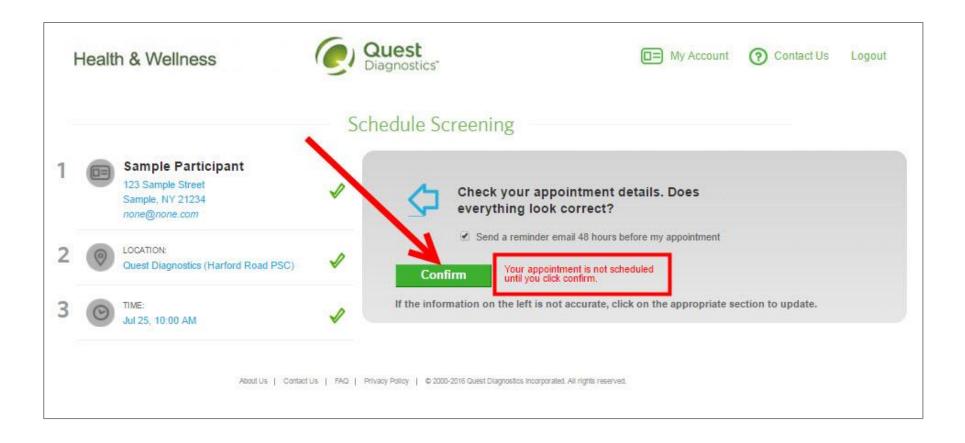
- · Select the Quest Diagnostics PSC location where you'd like to complete your screening
  - Note: To search for PSC locations in other areas then your home zip code, simply change the zip code and click the arrow
- Click the green Next button



- Select the **Date** and the **Time** when you would like to complete your screening
- Click the green Next button



- · Verify that all the appointment details shown on the screen are accurate
- Click the green **Confirm** button
  - NOTE: Your appointment is **NOT scheduled** until you click the green **Confirm** button



- Once your appointment has been scheduled you will arrive at the **Confirmation** screen
- Click the green **Download Appointment Calendar** link to add the appointment reminder to your calendar







Logout

# Confirmation

Thank You Sample Participant! Your wellness screening has been scheduled.

## Appointment Reschedule | Cancel

Monday, Dec 05, 2016 at 2:45 PM

#### Location:

Quest Diagnostics-Quivira 10550 Quivira Rd Overland Park, KS 66215-23^^ 913-859-9248

Download Appointment Calendar

# Prepare for Your Appointment

Do not eat or drink anything, except water, for 9-12 hours prior to the blood test.

Drink two glasses of water during the two hours prior to your blood test. Wear loose fitting sleeves.

# Helpful Appointment Information

Your screening must be completed by Friday, Mar 17, 2017

For questions, contact the Health & Wellness Service Center: 1.855.623.9355



 To participate using a Physician Results Form, from your screening options, click the **Download Form** button in the Physician Results Form box

Health & Wellness







Logout

# Schedule Your Screening

Welcome, Sample Participant

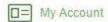
Your path to Health & Wellness starts here. To get started, select a screening option below, that is convenient for you.



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- Use the link next to the image of the form to download and print your personalized Physician Results Form
- Verify that all of your personalized information included in the form is accurate and have your physician complete the form







Logout

# Confirmation

Thank You Sample Participant! Your wellness screening form is ready to download and take to your Healthcare Provider.

### Physician Results Form Cancel



Test(s) must be completed on or before: Friday, Mar 17, 2017

Physician Results Form Must be Returned by: Friday, Mar 17, 2017



# Prepare for Your Appointment

Thank you for selecting the Physician Result Form option.

Take the below form to your Healthcare Provider. Be sure they complete the form in its entirety and fax it to the number provided before your deadline.

## Next Steps For You

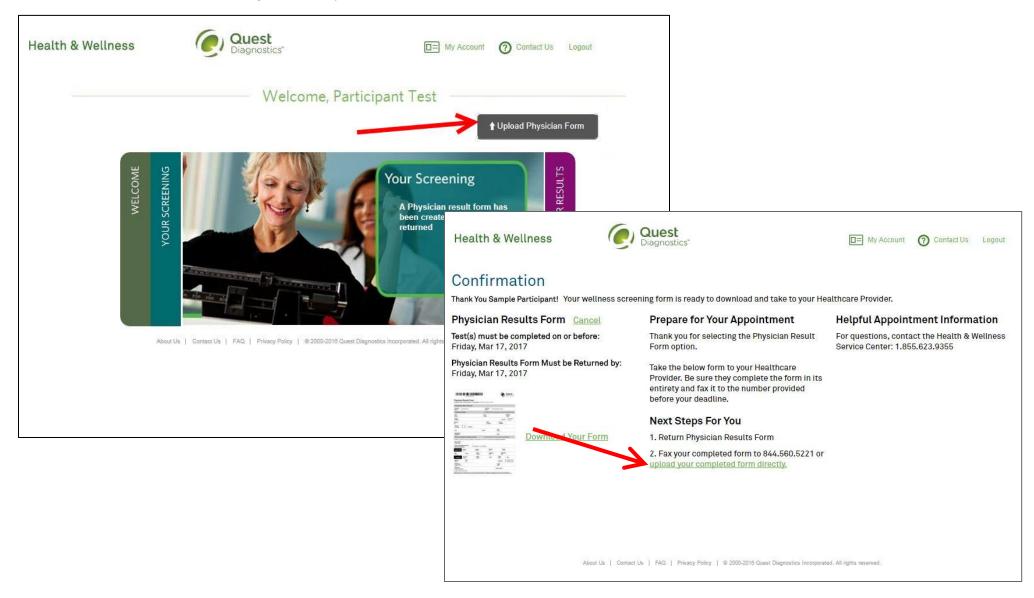
- 1. Return Physician Results Form
- 2. Fax your completed form to 844.560.5221 or upload your completed form directly.

## Helpful Appointment Information

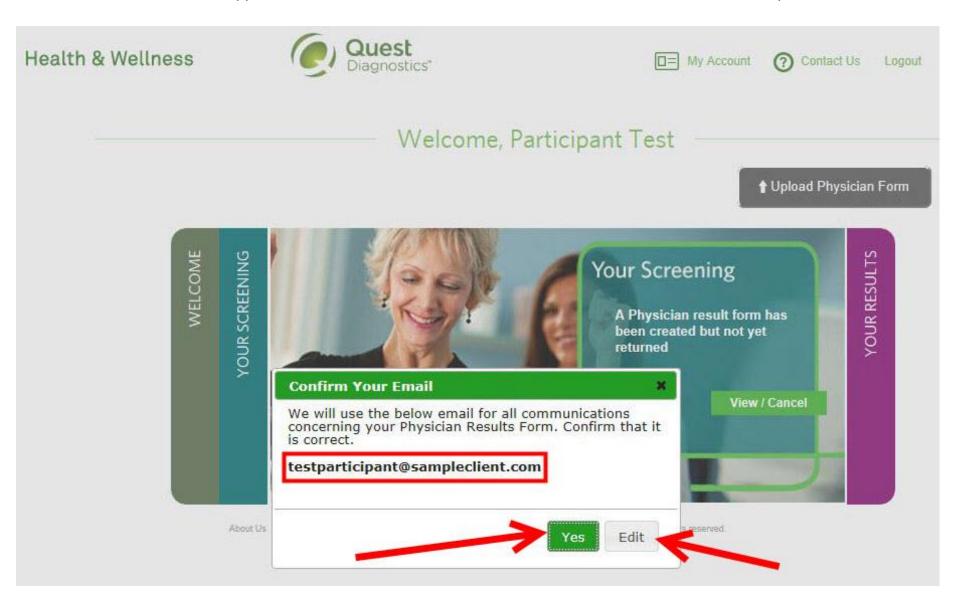
For questions, contact the Health & Wellness Service Center: 1.855.623.9355

After your doctor completes the form, there are three options for submitting the form to Quest Diagnostics

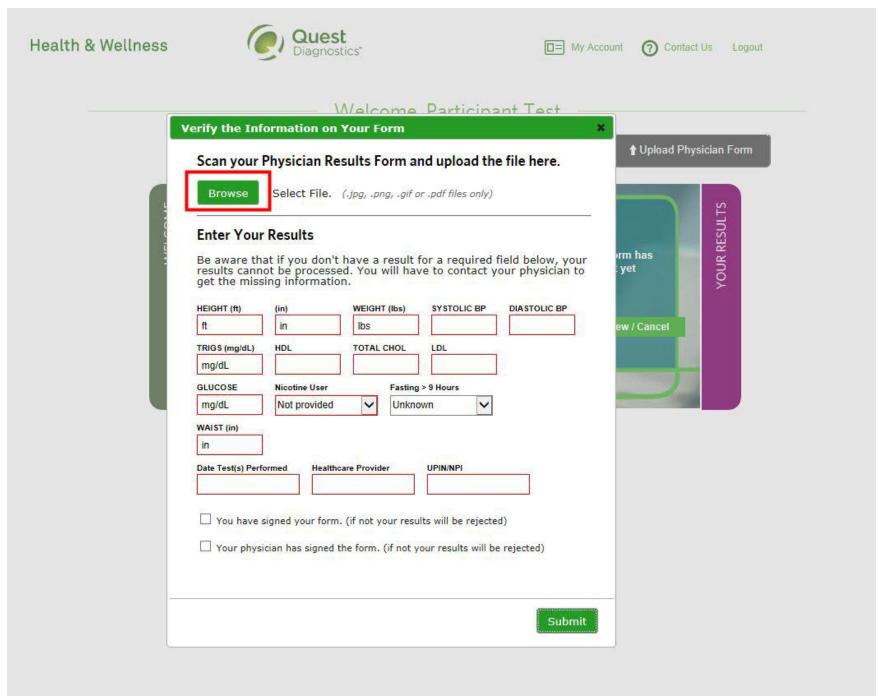
- · Your doctor can fax the completed form to the fax number indicated on the form, or
- · You may fax the completed form to the fax number indicated on the form, or
- You may submit your completed form to Quest Diagnostics electronically using the Upload Physician Form button in the upper right hand corner of the Homepage or the upload your completed form directly link on the Confirmation page
  - To use this method to submit your form, click the Upload Physician Form button or upload your completed form directly link and proceed to the next slide for further instructions



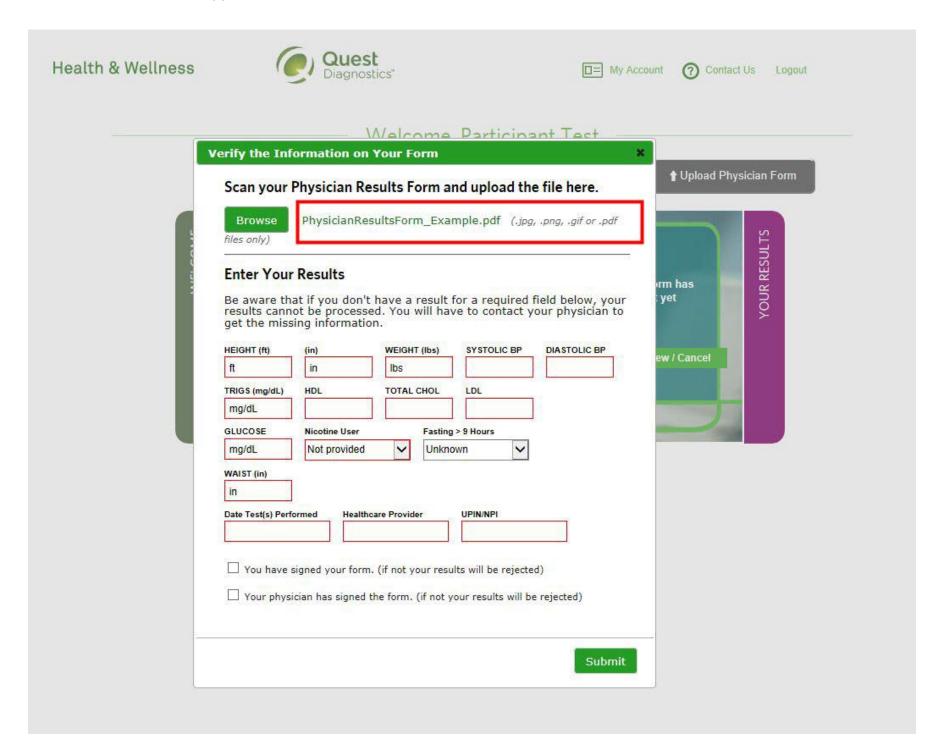
- After selecting Upload Physician Form, a Confirm Your Email window will pop up
  - To use this option you must have a working email address on file for notification purposes in the event your form is rejected
- If the email address that appears is blank or incorrect, click the **Edit** button
  - This will take you to the My Account page where you can update the email address on file
  - You will need to update your email address and click Save to return to the homepage where you can click the Upload Physician Form button to begin the uploading process
- If the email address that appears in the Confirm Your Email window is correct, click the Yes button to proceed



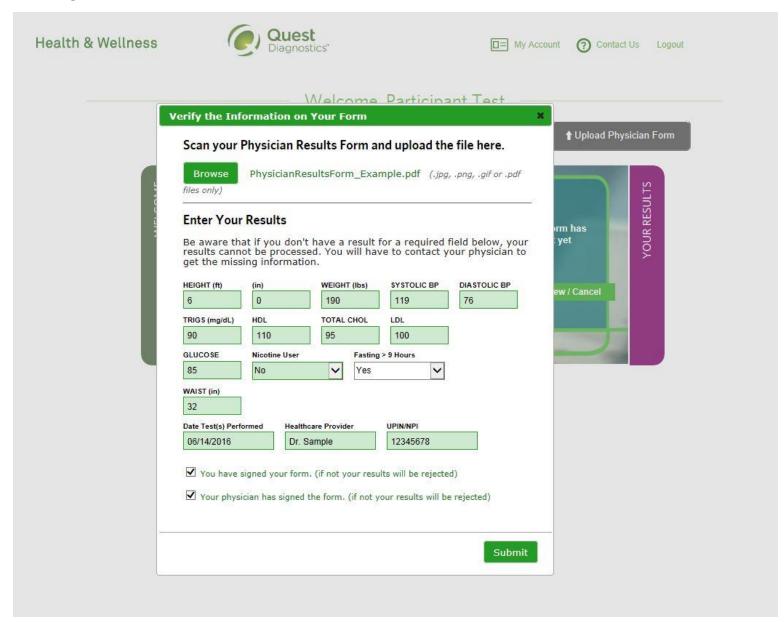
- After selecting Yes to confirm your email address, the Verify the Information on Your Form window will pop up
- Click the **Browse** button to locate your Physician Results Form file on your computer (.jpg, .png, .gif, or .pdf file formats are accepted)



• The file name should appear next to the **Browse** button once it is selected



- Enter the results from your form into the fields provided on the **Verify the Information on Your Form** pop-up window before clicking the **Submit** button
- \*Important: You will be required to enter all lab results required by the Program Panel before being able to click the Submit button to upload your completed Physician Results Form. The Date Test(s) Performed field is required to fall within the Collection Date Range configured for the program before allowing you to click the Submit button. If Signatures are required, then the participant will be required to acknowledge these signatures were provided before submitting the form



- Once the participant selects "Submit" a **Thank You** window will appear and include a confirmation message
- The **Upload Physician Form** button will no longer be visible on the **Homepage** or the **Confirmation** page
- The Upload Physician Form button will only reappear if the form was rejected

